



## Reformation Tours' Guide to Custom Tours

We are delighted that you have contacted Reformation Tours for your upcoming trip to Europe. Here is a summary of the steps involved.

1. Fill out the [Plan a Custom Tour](#) form.
2. Call our office at (800) 303-5534 and ask for Rowena. We will have a chat about your plans for the tour and you will have the opportunity to ask questions and **discuss the itinerary**.
3. Rowena will **design** a tour to fit your group. This may take a few days if we are backlogged.
4. You will receive a **tour proposal** with a map and detailed day-by-day itinerary. We send this to you before pricing, so that you can make any necessary adjustments.
5. Your **tour is priced** and your tour proposal is updated. We work with a number of exceptional suppliers throughout Europe, who arrange the hotels, buses, local guides etc., on our behalf. You will be given the hotels names as soon as they are confirmed.
6. Once you are happy with the arrangements, we send you a **tour contract** which outlines the selling price of the tour, your contact information, dates for deposits, etc.. We also ask for a \$500 deposit, which is refunded once you reach minimum numbers.
7. At this point we ask for photos and biographies for the tour hosts, which we will add to the **tour website**. We will send you the direct link to the website to view before it's added to our [Current Tours](#) page.
8. The **tour brochures** are sent to you in pdf format to review before printing and adding to the webpage.
9. You will receive a **tour binder** with the printed full-color brochures, reservation forms, insurance details, and other sales helps. We will also send you a Christian history DVD to show to your group.
10. As people sign-up, we will send you **regular updates** to add to your tour binder.
11. The **final packet** is sent approximately 2-3 weeks before departure. This includes a zipped travel wallet, luggage tags, magnetic name-badge, travel documents, and a personalized full-color printed tour diary. Here are a couple of recent examples: [RFD16 to Germany, France and Switzerland](#) and [RHL16 to England, Scotland and Ireland](#). The group members are sent a link to the tour diary, so they can download a copy to their phone / iPad, in addition to the printed copy.
12. **Have a great trip!**

